



CHURCHILL DOWNS

# How to Sell My Tickets

Churchill Downs Racetrack



CHURCHILL DOWNS

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CHURCHILL DOWNS

# MY CHURCHILL DOWNS

## Account Manager

Through your My Churchill Downs Account Manager, you will have 24-hour access to manage your tickets free of charge! It's convenient, simple, secure, and allows you the ultimate flexibility. Using your My Churchill Downs Account, you can:

- Renew and purchase tickets to your favorite race days and events
- Transfer your tickets to friends
- Safely and securely sell your tickets through Ticket Exchange
- View and scan your tickets on your mobile device
- View and pay invoices

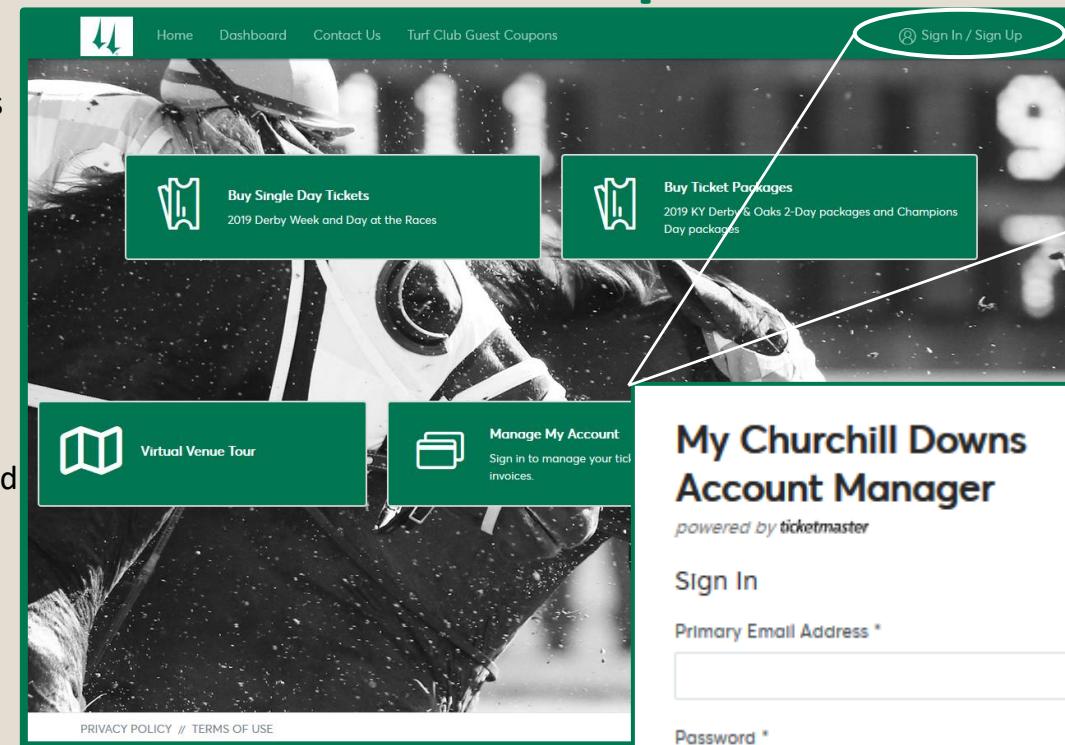
To sign in to your My Churchill Downs Account via mobile or desktop internet browser, visit <https://am.ticketmaster.com/churchill>. Click on the **Sign In / Sign Up** link in the top right corner of your screen. Enter the primary email address on your account for your username and the password associated with your account.

If you do not know or remember your password, tap or click **Forgot your password?** to have a temporary password emailed to you. If your temporary password does not work, your account may be locked due to inactivity or associated with a different email address.

Once signed in, you may change your password by tapping or clicking on the dropdown menu in the top right-hand corner where your profile name is displayed. Select **Change Password** to change your sign in password.

If you have any questions or difficulties, please contact your account representative, email [onlinetickets@kyderby.com](mailto:onlinetickets@kyderby.com), or call 502-636-4400 for customer service.

### Desktop



### Mobile



### My Churchill Downs Account Manager

powered by ticketmaster

Sign In

Primary Email Address \*

Password \*

Remember Me

[Forgot your password?](#)

**SIGN IN**

[Don't have an account yet? Click Here](#)



CHURCHILL DOWNS

# MY CHURCHILL DOWNS ACCOUNT

## My Churchill Downs Account Manager has a new look!

Manage your tickets and invoices easily from your dashboard.

At the top of your screen, find helpful links to pages with contact information and Turf Club Guest Coupons.

At the bottom of your screen, find external links to purchase ticket packages, view or pay invoices, and explore help guides.

Manage your account information at the top right of your screen where you see your profile name displayed.

Get lost? You can always return to the main home screen by clicking [Home](#), or back to your dashboard for ticket and invoice management by clicking [My Dashboard](#) at the top of your screen.

The screenshot shows the Churchill Downs Account Manager dashboard with a green header and a light beige background. At the top, there is a navigation bar with links to Home, Dashboard, Contact Us, and Turf Club Guest Coupons. On the right side of the header is a user profile icon and a shopping cart icon. Below the header, the page is divided into sections. The first section, titled 'My Upcoming Events', displays two cards: one for the '146th Kentucky Oaks: General Admission' on May 01, 2020, and another for the '146th Kentucky Derby: General Admission' on May 02, 2020. Both cards feature logos for Longines and Woodford Reserve. The second section, titled 'Manage My Account', contains three icons: a ticket icon for 'View All Tickets', a folder icon for 'View & Pay Invoice', and an info icon for 'Help Guides'.



# How to post tickets for resale

via the Churchill Downs Racetrack App

Ticketmaster Ticket Exchange is the official fan to fan resale marketplace for Kentucky Derby, Kentucky Oaks and Churchill Downs Racetrack tickets.

***Please note that by posting and selling your tickets on resale, your previously printed or issued tickets will no longer be valid.***



CHURCHILL DOWNS

# MOBILE ENTRY

via the Churchill Downs Racetrack App



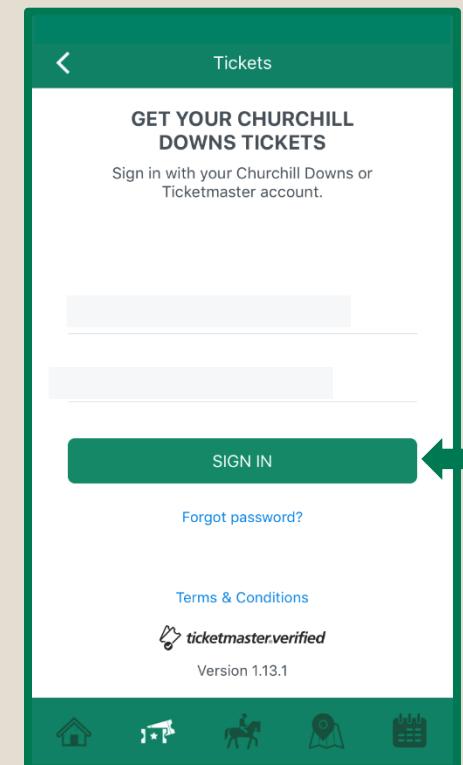
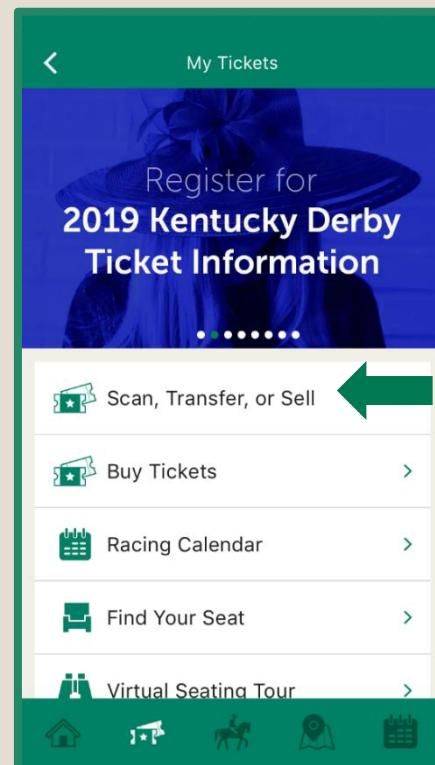
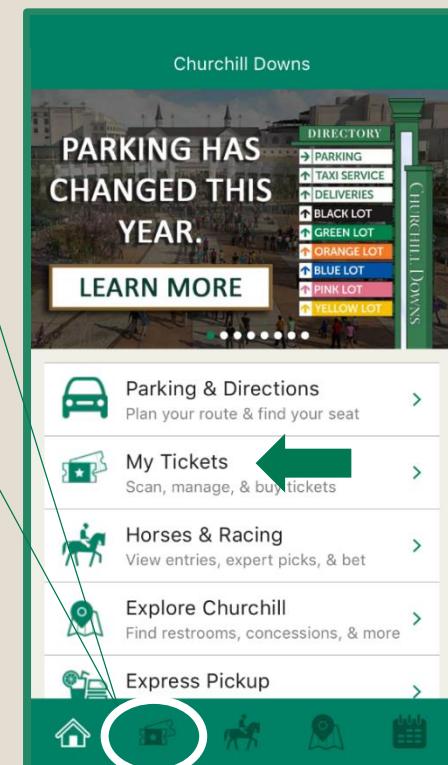
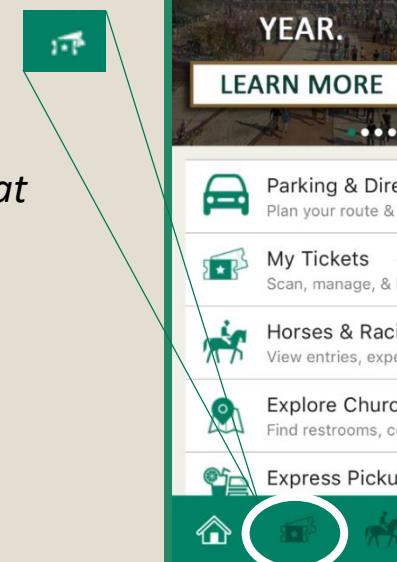
**STEP 1:** Download and open the **Churchill Downs Racetrack App** on your mobile device.

Tap on the **My Tickets** banner on the home screen or ticket icon on the bottom tool bar.

*\*If you already have the Churchill Downs Racetrack mobile app, please update the app to the most recent version.\**

*\*If you have difficulties signing in, sometimes deleting the app and re-downloading assures that your device has the most up-to-date version.\**

**STEP 2:** Tap the **Scan, Transfer, or Sell** banner to manage tickets that have already been purchased.



**STEP 3:** Enter the email address and password associated with your **My Churchill Downs Account** and tap **Sign In**.



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# SELL TICKETS

via the Churchill Downs Racetrack App



**STEP 4:** If there is also a Ticketmaster.com account associated with that email address, a prompt will appear that allows you to link the accounts.

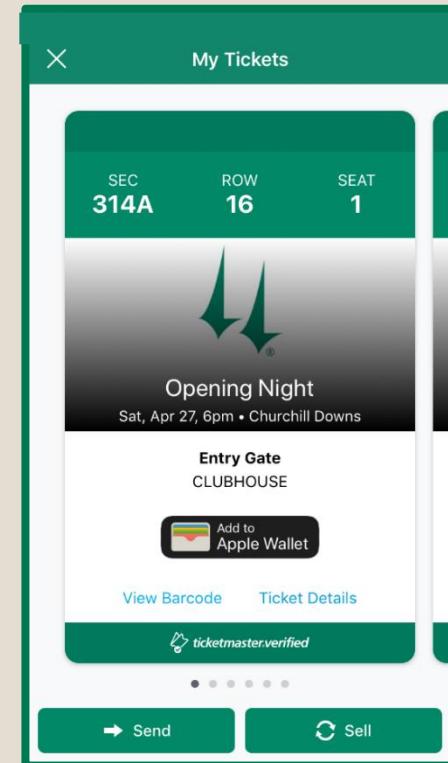
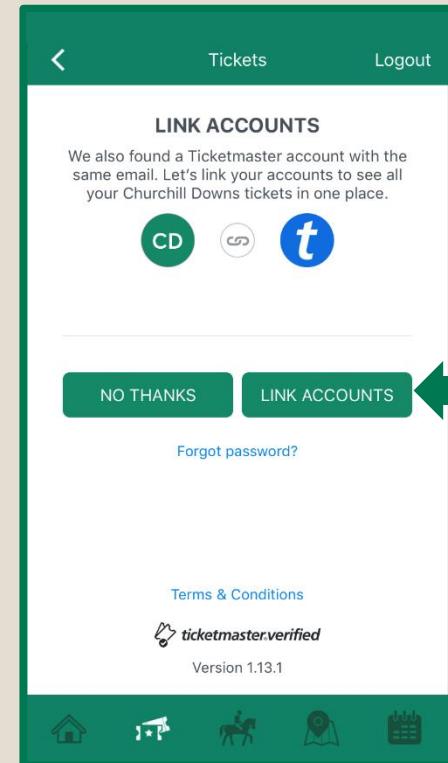
If you would like to see all of your Churchill Downs tickets in one place, enter the password associated with your Ticketmaster.com account and tap **Link Accounts**.

Once signed in, you will see all upcoming Churchill Downs events you have tickets to that may be managed.

\*This step is only required to access your Ticketmaster.com tickets through the Churchill Downs Racetrack app.

**STEP 5:** Tap the event for the ticket(s) you wish to offer for resale.

**STEP 6:** Tap the  **Sell** button in the bottom of your screen.





CHURCHILL DOWNS

# SELL TICKETS

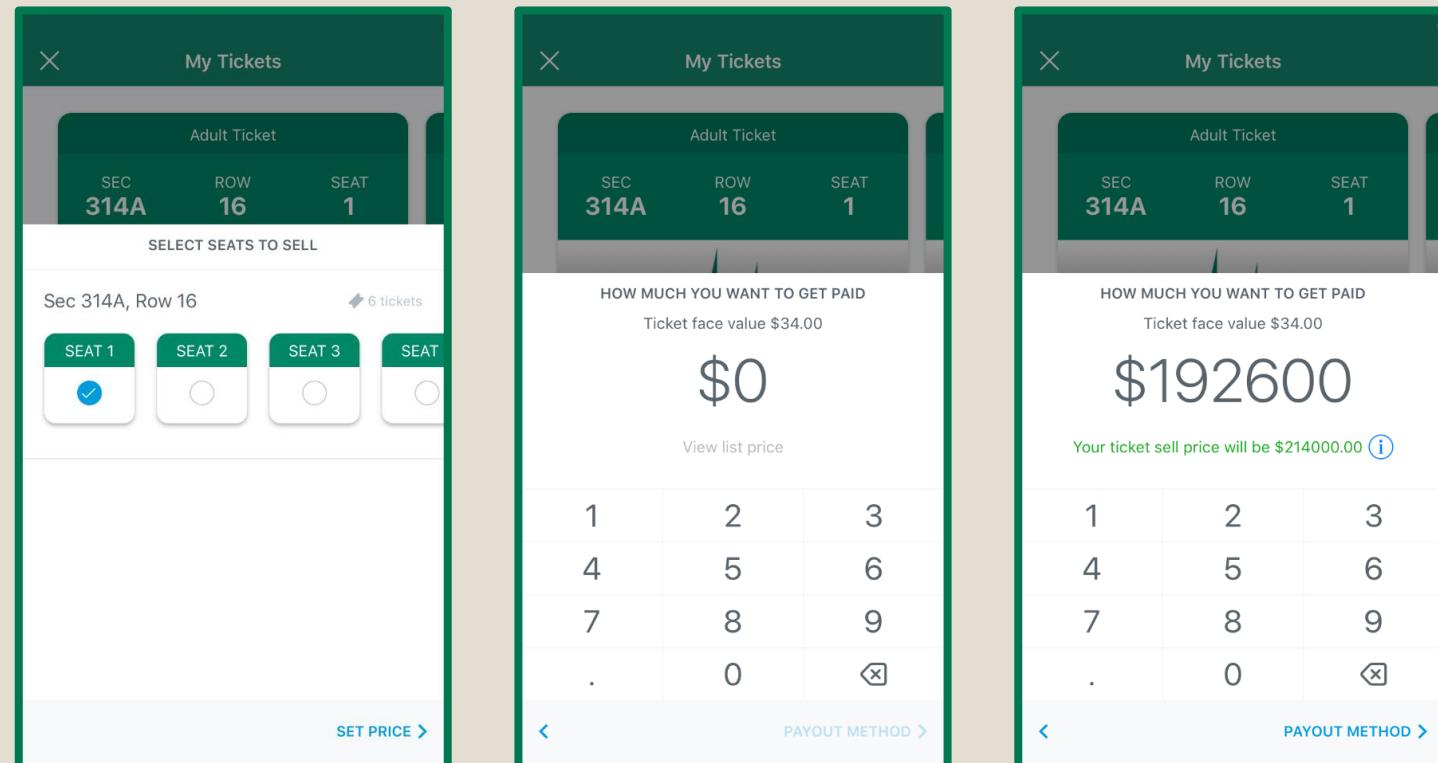
via Churchill Downs Racetrack Mobile App



**STEP 7:** In the next pop-up window, select each seat you would like to post for resale. Once you are finished, tap **Set Price >** at the bottom of your screen.

**STEP 8:** Enter the amount of money you would like to receive if the ticket is purchased by another guest via [Ticketmaster.com](http://Ticketmaster.com) (not the price you would like to post tickets for).

The posting price will appear in green below your figure if it is within the acceptable parameters the venue has set in place with Ticketmaster. It will appear in red if it is above or below the maximum or minimum, respectively.



**STEP 9:** Tap **Payout Method >** when you have settled on an acceptable payout price.



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# SELL TICKETS

via Churchill Downs Racetrack Mobile App



## STEP 10: Add or Confirm a deposit account.

To add an account, tap **Add Deposit Account** and then **Add a Bank Account**. Enter your bank account information.

If the ticket is purchased, your payout will be automatically deposited into this account within 5-7 business days.

Verify your information and tap **Save** if correct. The type of account and last four (4) digits will display on the next screen. Tap the arrow in the top left (<) to return to the payment method screen. Tap **Confirm >** to continue.



CHURCHILL DOWNS

# SELL TICKETS

via Churchill Downs Racetrack Mobile App



## STEP 10 cont'd:

To confirm an account you have previously entered, tap on the deposit account displayed. Tap it again on the next screen to verify the routing, account, and name information. Verify your information and tap **Edit** if corrections need to be made. Tap the back button in the top left (<) if correct. Tap the back button again to return to the payment method screen.

Tap **Confirm** to continue.

The screenshots show the following sequence of steps:

- My Tickets**: Displays a ticket for an "Adult Ticket" in "SEC 314A, ROW 16, SEAT 1" for "Opening Night" on "Sat, Apr 27, 6pm • Churchill Downs". It includes an "Entry Gate CLUBHOUSE" section and an "Add to Apple Wallet" button. At the bottom, it says "CHOOSE YOUR PAYOUT METHOD" and shows "Deposit Account checking\*\*\*\*" with a green oval around it, followed by a "CONFIRM >" button.
- Deposit Account**: Shows the "Deposit Account" screen with "YOUR DEPOSIT ACCOUNT" and "Deposit Account checking\*\*\*\*" highlighted with a green oval. It includes a note: "Get paid to this account when your tickets sell." A back arrow (<) is on the left, and an "Edit" button is circled in green at the top right.
- Deposit Account**: The "Edit" button is highlighted with a green oval. The screen shows "ACCOUNT TYPE" with "Checking" selected (radio button circled in green) and "Savings" below it. It includes fields for "Pay to", "Memo", "Routing No.", "Account No.", "Routing #", "Account #", and "Name". The "Name" field contains "Ticket Ops Testing Account".
- Deposit Account**: The "Edit" button is highlighted with a green oval. The screen shows "YOUR DEPOSIT ACCOUNT" with "Deposit Account checking\*\*\*\*" highlighted. It includes a note: "Get paid to this account when your tickets sell." A back arrow (<) is on the left.
- My Tickets**: Displays the same ticket information as the first screen, but the "CHOOSE YOUR PAYOUT METHOD" section now shows "Deposit Account checking\*\*\*\*" with a green oval around it, and the "CONFIRM >" button is highlighted with a green oval.



CHURCHILL DOWNS

# SELL TICKETS

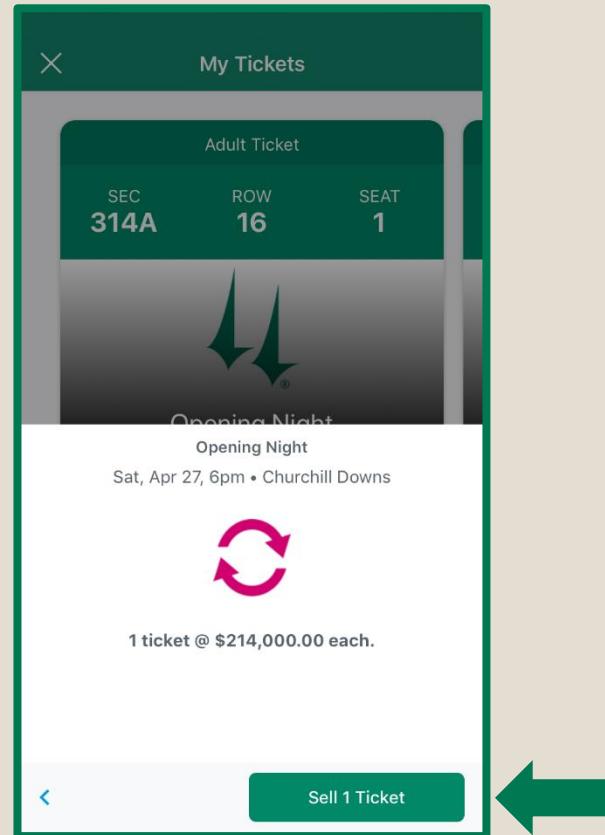
via Churchill Downs Racetrack Mobile App



The next screen will display a summary of your offering with the event information, number of tickets being posted for sale, and listing price per ticket.

**STEP 11:** Verify the information displayed on your screen and tap **Sell (#) Ticket** if correct.

**If you decide to attend the event or give your ticket(s) to a friend, it is your responsibility to cancel the listing. All sales are final.**





CHURCHILL DOWNS

# WHAT TO EXPECT – SELLER

## via Churchill Downs Racetrack Mobile App



Once you post your ticket(s) for sale, they will appear in gray with the status **Listing Pending**.

Please allow up to 15 minutes for your ticket(s) to appear for purchase by potential buyers. You will receive a confirmation email once your tickets have been posted successfully.

Once a ticket posts, it will show a **Listed** status on your dashboard as well as on the specific tickets within the event.

If your ticket is purchased, you will receive a notification email.

Please allow 5-7 business days for the direct deposit to post to your account.

The screenshots illustrate the mobile app interface for listing and managing tickets:

- Left Screenshot:** The "My Tickets" screen for an "Adult Ticket" in Section 314A, Row 16, Seat 1. The ticket is in a grayed-out state with a "Listing Pending" status. A green oval highlights the "Listing Pending" text.
- Middle Screenshot:** The "Tickets" screen showing the status of the ticket. It indicates "6 ticket" and "1 listed". The "1 listed" text is circled in green.
- Right Screenshot:** The "My Tickets" screen again, but now the ticket is in a green "Listed" state. The "Listed" text is circled in green.



CHURCHILL DOWNS

# EDIT OR CANCEL POSTING

via Churchill Downs Racetrack Mobile App

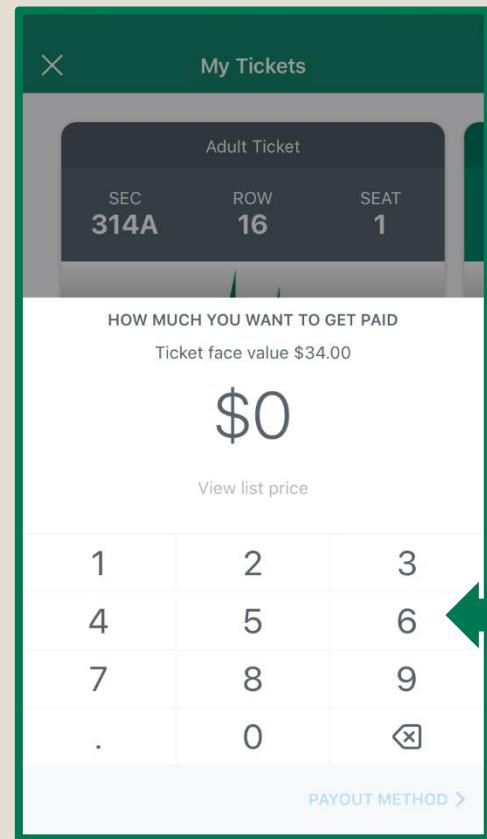


You may edit or cancel the posting at any time before your tickets sell.

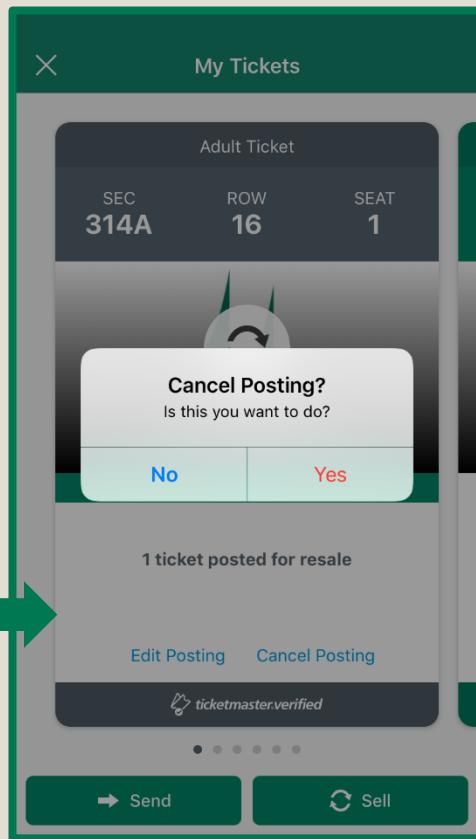
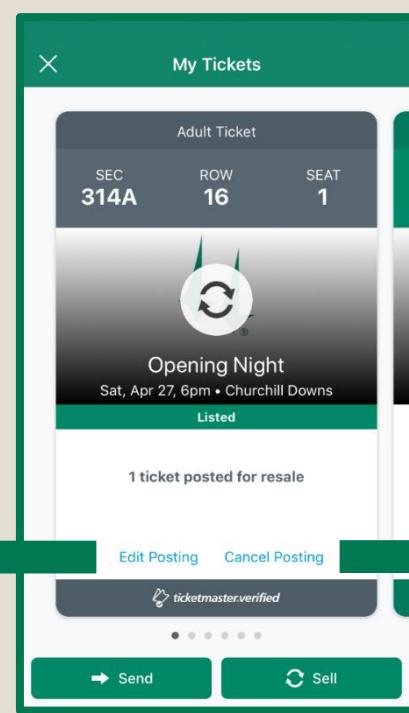
**EDIT:** From your tickets dashboard, find the event for the tickets you have posted for resale. Tap **Edit Posting** to change the payout amount and account.

**CANCEL:** From your tickets dashboard, find the event for the tickets you have posted for resale. Tap **Cancel Posting** to cancel the posting. The ticket(s) will return to your account and be able to be managed again.

## Edit



## Cancel





# How to post tickets for resale

via desktop or mobile Internet browser

Ticketmaster Ticket Exchange is the official fan to fan resale marketplace for Kentucky Derby, Kentucky Oaks and Churchill Downs Racetrack tickets.

***Please note that by posting and selling your tickets on resale, your previously printed or issued tickets will no longer be valid.***

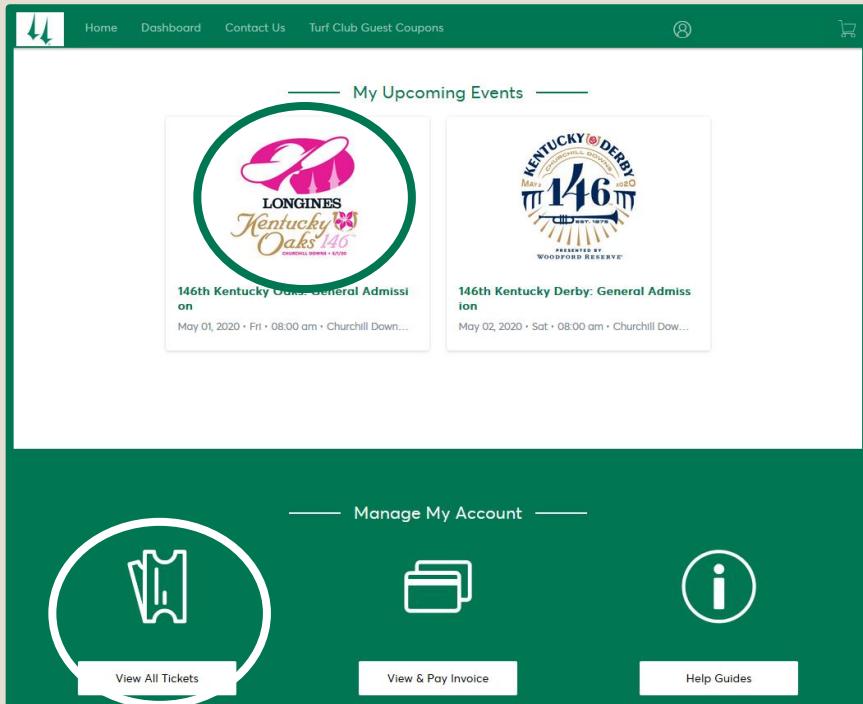


CHURCHILL DOWNS

# SELL TICKETS

via desktop or mobile Internet browser

## Desktop



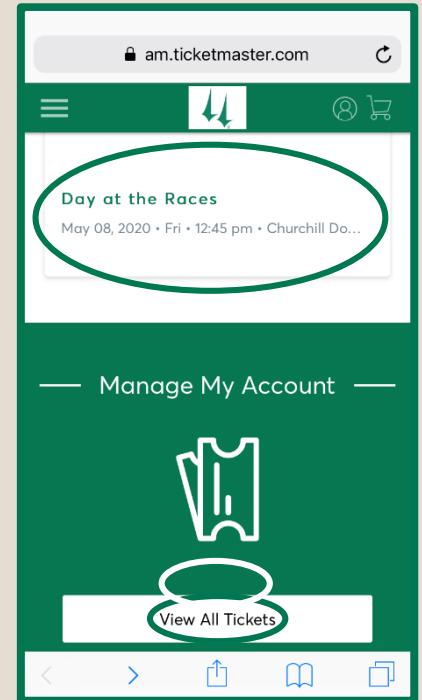
### STEP 1:

On your desktop internet browser or mobile device, visit <https://am.ticketmaster.com/churchill> and sign in to your account with the primary email address and associated password.

### STEP 2:

Find the event you would like to post for resale by either tapping or clicking on the event tile from your dashboard or selecting the **View All Tickets** option to see all manageable events on your account. The **View All Tickets** link will be towards the bottom of your screen on either a desktop computer or your mobile device.

## Mobile





CHURCHILL DOWNS

# SELL TICKETS

via desktop or mobile Internet browser

## Desktop

Home My Dashboard Contact Us Turf Club Guest Coupons

Apr 27, 2019 @ 06:00 pm  
**Opening Night**  
Churchill Downs

6 Tickets

Adult Ticket

SECTION	BOX	SEAT
314A	16	1
314A	16	2
314A	16	3

Adult Ticket

SECTION BOX SEAT

314A 16 1

314A 16 2

314A 16 3

Opening Night

Apr 27, 2019 @ 06:00 pm • Churchill Downs

TICKET DETAILS

TICKET DETAILS

TICKET DETAILS

SELL TICKETS

Select seats

Section 314A | Box 16 | Seats 1 - 6

SEAT 1 SEAT 2 SEAT 3 SEAT 4 SEAT 5 SEAT 6

SEAT 1  SEAT 2  SEAT 3  SEAT 4  SEAT 5  SEAT 6

Continue

### STEP 3:

Tap the **Sell** action button. On a desktop computer, it will be toward the top right. On a mobile device, it will be in the bottom right of your screen.

## Mobile

am.ticketmaster.com

6 Tickets

Adult Ticket

SECTION	BOX	SEAT
314A	16	1

Opening Night

04/27/2019 @ 06:00 pm • Churchill Downs

Entry Info: CLUBHOUSE

Add to Apple Wallet

VIEW BARCODE • TICKET DETAILS

ticketmasterverified

Transfer Sell

Select seats

Section 314A | Box 16 | Seats 1 - 6

SEAT 1 SEAT 2 SEAT 3 SEAT 4

SEAT 1  SEAT 2  SEAT 3  SEAT 4

SEAT 5 SEAT 6

Continue

### STEP 4:

In the next pop-up window, select each seat you would like to post for resale. Once you are finished, tap **Continue**.



CHURCHILL DOWNS

# SELL TICKETS

via desktop or mobile Internet browser

SELL TICKETS

Activate your account  
We have emailed an activation code to [namtest@ticketmaster.com](mailto:namtest@ticketmaster.com).  
Please enter the code in the field below.  
Activation code

Don't see our email? Be sure to check your spam folder, or [Resend the email](#).

[Continue](#)

You may receive this message if you have not posted at ticket for resale before.

Check your email for an activation code and enter in the pop-up box. Tap or click **Continue**.



CHURCHILL DOWNS

# SELL TICKETS

via desktop or mobile Internet browser

## Desktop

SELL TICKETS - SET PRICE

Opening Night  
Apr 27, 2019 • Sat • 06:00 pm

Sec 314A, Row 16, Seat 1

PRICE GUIDANCE

Sorry, currently there are no active or recently sold tickets in your section to provide a recommended price.

Price Per Ticket

\$0.00

Payout Details

Tickets listed for	\$0.00 x 1
Service fees	\$0.00 x 1
Payout per ticket	\$0.00 x 1

You'll get paid

Once all tickets are sold

\* Events may include a minimum or maximum listing price per ticket.

Cancel Continue

This screen displays a summary of the seat(s) you are about to post for resale.

Ticketmaster.com may suggest a price based on the current market for similar tickets under the Price Guidance subsection.

**STEP 5:** Use your keyboard or and buttons to set your desired listing price per ticket. Use the Payout Details subsection below to see how much your per-ticket payout will be if the ticket(s) is purchased by another fan.

Please note that there may be a minimum or maximum listing price allowed per ticket.

## Mobile

SELL TICKETS - SET PRICE

Opening Night  
Apr 27, 2019 • Sat • 06:00 pm

Sec 314A, Row 16, Seat 1

PRICE GUIDANCE

Sorry, currently there are no active or recently sold tickets in your section to provide a recommended price.

Price Per Ticket

\$0.00

Payout Details

Tickets listed for	\$0.00 x 1
Service fees	\$0.00 x 1
Payout per ticket	\$0.00 x 1

You'll get paid

Once all tickets are sold

\* Events may include a minimum or maximum listing price per ticket.

Cancel Continue

Cancel Continue



CHURCHILL DOWNS

# SELL TICKETS

via desktop or mobile Internet browser

## Desktop

**SELL TICKETS - SET PRICE**

Opening Night  
Apr 27, 2019 - Sat - 06:00 pm

Sec 314A, Row 16, Seat 1

**PRICE GUIDANCE**

Sorry, currently there are no active or recently sold tickets in your section to provide a recommended price.

**Price Per Ticket**

-\$ 99999 +

**Payout Details**

Tickets listed for Service fees	\$99999.00 x 1
	-\$9999.90 x 1
Payout per ticket	\$89999.10 x 1
<b>You'll get paid</b>	<b>\$89999.10</b>
Once all tickets are sold	

\* Events may include a minimum or maximum listing price per ticket.

**SELL TICKETS - REVIEW**

Sec 314A, Row 16, Seat 1

Tickets listed for Service fees	\$99999.00 x 1
	-\$9999.90 x 1
Payout per ticket	\$89999.10 x 1
<b>You'll get paid</b>	<b>\$89999.10</b>
Once all tickets are sold	

\* Events may include a minimum or maximum listing price per ticket.

**Payout Method**

Update Account Info  
or  
Checking Account \*\*\*\*\*

**Payee Info**

Update Payee Info

**Verify Your Payee Info**  
To ensure you will get paid smoothly, please help to verify your info.

Cancel Continue

Cancel Submit Listing

**STEP 6:** Add or Confirm deposit account.

On a desktop computer, click **Continue** to get to the payout method subsection.

From here, you may click the outlined box in the center of your screen to add or edit a payout account, or confirm the details of a previously added payout account.

If the ticket is purchased, your payout will be automatically deposited into this account within 5-7 business days.

If all appears correct, click **Submit Listing**.



CHURCHILL DOWNS

# SELL TICKETS

via desktop or mobile Internet browser

## STEP 6 cont'd:

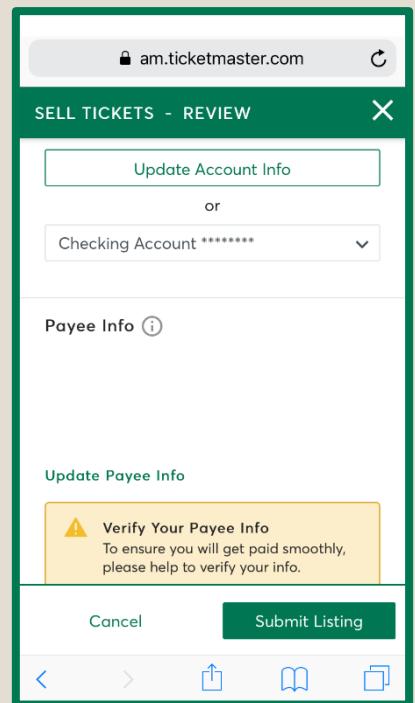
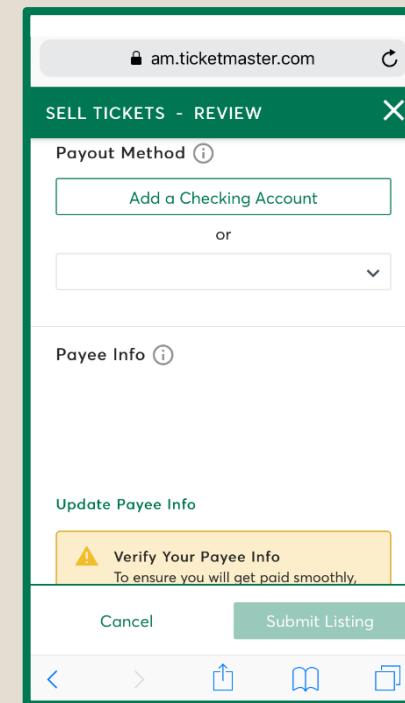
After you have selected a posting price, scroll down to the Payment Method subsection on your mobile device.

Tap the outlined box in the center of your screen to add or update information for a payout account, or confirm the details of a previously added payout account.

If the ticket is purchased, your payout will be automatically deposited into this account within 5-7 business days.

If all appears correct, tap **Submit Listing**.

Mobile





CHURCHILL DOWNS

# SELL TICKETS

via desktop or mobile Internet browser

## Desktop

**SELL TICKETS - CONFIRMATION**

**Opening Night**  
Apr 27, 2019 • Sat • 06:00 pm

**Well Done!**

**Your ticket listing will be live soon**  
We'll email you to confirm when your listing is live. Once your tickets sell, we'll send you an additional email with everything you need to know. You can edit or delete your ticket listing at anytime once it's live.

**Time to get paid**  
Once your sold tickets are processed, we'll send the payout amount to your checking account ending in number ; Payments will be processed within 5 - 7 business days.

[Show all listing details](#)

**Done**

This screen displays a summary of the seat(s) you have posted for resale and what to expect next.

Click **Done** to return to your Dashboard.

**If you decide to attend the event or give your ticket(s) to a friend, it is your responsibility to cancel the listing. All sales are final.**

## Mobile

**am.ticketmaster.com**

**SELL TICKETS - CONFIRMATION**

**Opening Night**  
Apr 27, 2019 • Sat • 06:00 pm

**Well Done!**

**Your ticket listing will be live soon**  
We'll email you to confirm when your listing is live. Once your tickets sell, we'll send you an additional email with everything you need to know. You can edit or delete your ticket listing at anytime once it's live.

**Time to get paid**  
Once your sold tickets are processed, we'll send the payout amount to your checking account ending in number ; Payments will be processed within 5 - 7 business days.

**Done**



CHURCHILL DOWNS

# WHAT TO EXPECT – SELLER

via desktop or mobile Internet browser

## Desktop

Apr 27, 2019 @ 06:00 pm  
**Opening Night**  
Churchill Downs

6 Tickets

Adult Ticket		
SECTION	BOX	SEAT
314A	16	1
314A	16	2
314A	16	3

**LISTED** for sale @ \$99,999.00  
Expires on Sat, Apr 27, 2019 @ 12:59 am

**EDIT/MANAGE**

**NOT POSTED**

**NOT POSTED**

Please allow up to 15 minutes for your ticket(s) to appear for purchase by potential buyers. You will receive a confirmation email once your tickets have been posted successfully.

Once it posts, it will show a **Listed** status on the specific tickets within the event.

If your ticket is purchased, you will receive a notification email.

Please allow 5-7 days for the direct deposit to post to your account.

## Mobile

am.ticketmaster.com

6 Tickets

Adult Ticket		
SECTION	BOX	SEAT
314A	16	1

**LISTED** for sale @ \$99,999.00  
Expires on Sat, Apr 27, 2019 @ 12:59 am

**EDIT/MANAGE**

**Transfer**

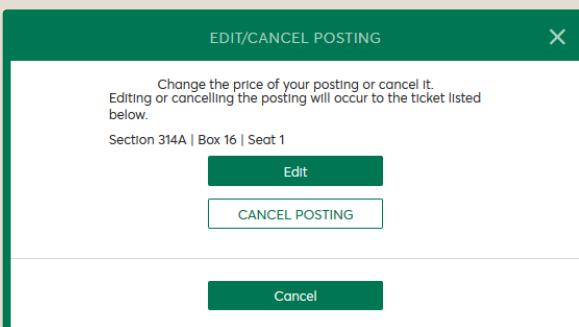
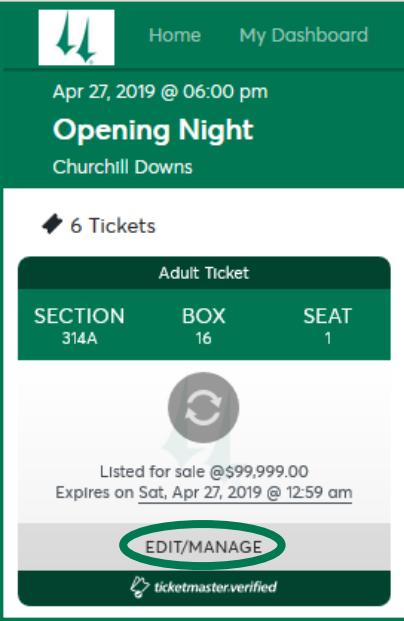


CHURCHILL DOWNS

# EDIT OR CANCEL POSTING

via desktop or mobile Internet browser

## Desktop



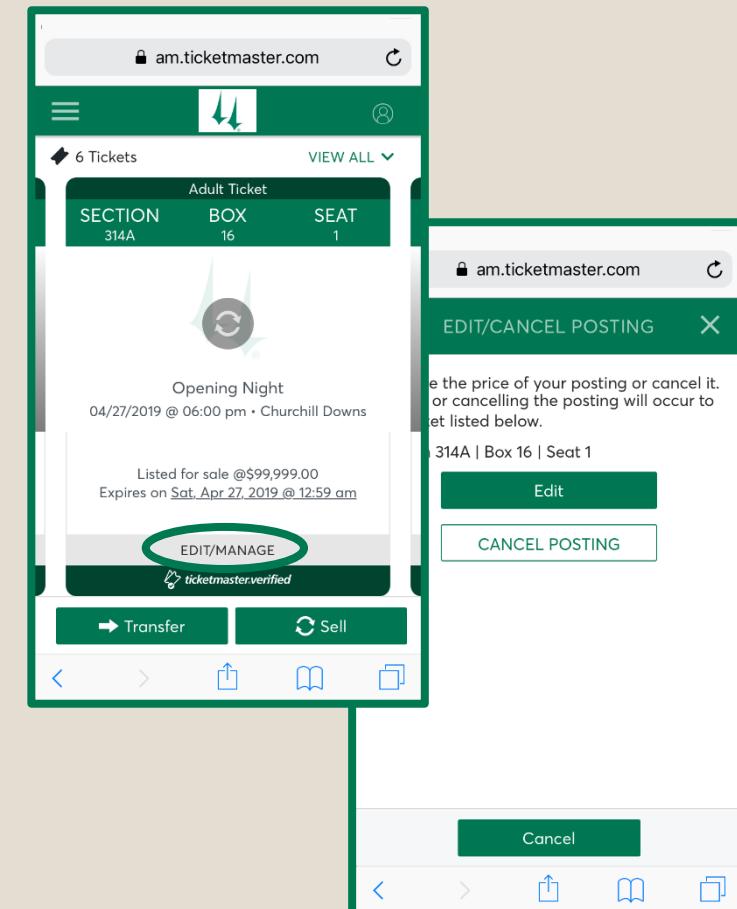
You may edit or cancel the posting at any time before your tickets sell.

From your dashboard, find the event for the tickets you have posted for resale. Tap or click **EDIT/MANAGE** on the ticket(s). A window will open that gives you the option to **Edit** or **Cancel Posting**.

Tap or click **Edit** to edit the posting price and payout method for the offering.

Tap or click **Cancel Posting** to remove the offering from Ticketmaster.com. The ticket(s) will return to your account and are now able to be managed again.

## Mobile





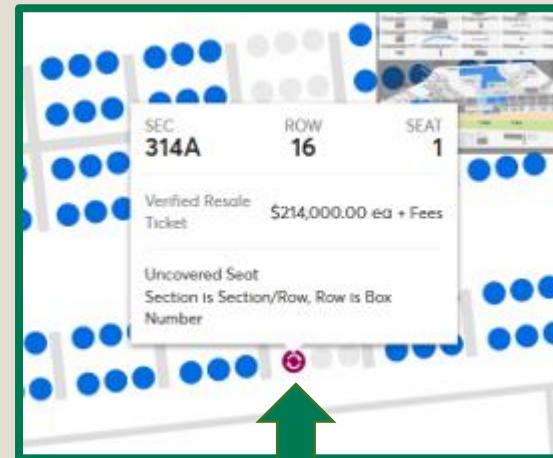
CHURCHILL DOWNS

# WHAT TO EXPECT – BUYER

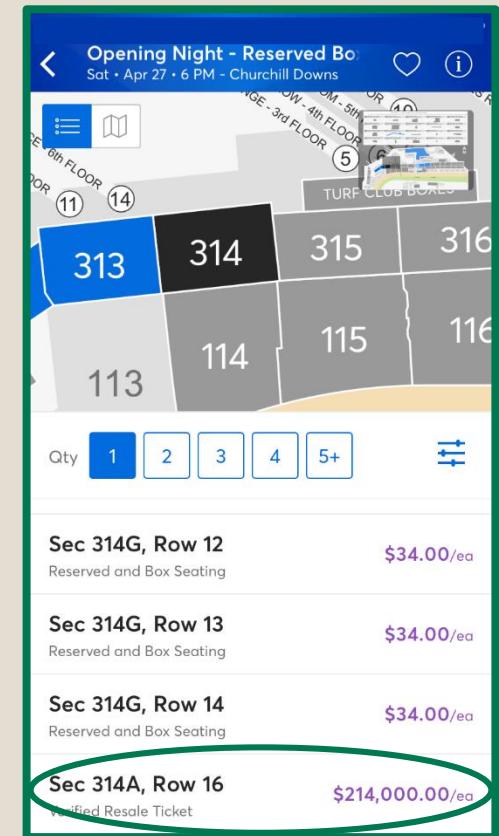
Guests will be able to see new postings on Ticketmaster.com desktop and mobile sites as well as the Ticketmaster.com mobile app.

On a desktop computer, resale seats are noted in red while primary sale tickets from Churchill Downs are noted in blue.

## Desktop



## Mobile





## Frequently Asked Questions and Contact Information



CHURCHILL DOWNS

# FREQUENTLY ASKED QUESTIONS

## Why are certain tickets not available for posting?

Possible reasons include:

- The tickets for that event have not yet been printed. Tickets must have a barcode to post for resale.
- The tickets or the season ticket package has not yet been paid in full.
- The event is happening too soon (day of race) to list the tickets.
- The event is not eligible for resale, or resale has not yet been activated.
- The section or seat location of your ticket may not be eligible for resale.

You may also contact Ticket Exchange for assistance by calling 800-842-7112 or sending an email to [ticketexchangesupport@ticketmaster.com](mailto:ticketexchangesupport@ticketmaster.com).

## Is there a deadline for posting or purchasing tickets on resale?

Yes. At 11:59pm the day before the live race event, tickets are no longer available for posting to resale as well as purchasing from resale.

- Any posted tickets are automatically removed by Ticket Exchange and returned to the customer's account. This is done so that the unsold tickets may now be used by the customer or forwarded to a friend.
- Ticket purchasing is not available the day of the race to enhance the customer experience to provide a smooth entry into the facility. The resale customers may now verify the tickets and QR code on a mobile device or contact Ticket Exchange for assistance.

## If I purchased a 2- or 3-day package, why can't I sell my tickets as a package?

- Each ticketed seat has a unique barcode for each event date. When posting tickets for resale, the system had to verify each seat's authenticity individually.



CHURCHILL DOWNS

# FREQUENTLY ASKED QUESTIONS

## **Once my tickets have been posted for sale, can I change my mind?**

Yes, you can change the price, payout method, or remove your listing altogether anytime before your tickets sell.

See page 13 for directions on editing and canceling a post from the Churchill Downs Racetrack App. See page 23 of this guide for directions on editing and canceling a post from a desktop or mobile Internet browser.

## **How will I receive payment for my sold tickets?**

Enjoy hassle-free direct deposit to your checking or saving account. Once your tickets are purchased, please allow 5-7 business days for a deposit to post to your account.

## **How will my Kentucky Derby, Kentucky Oaks, or other live racing resale tickets be delivered?**

All purchased resale tickets will be available for mobile device viewing only (eticket). Users must have a mobile device to scan the ticket QR code to enter the facility. There are no reprints for resale tickets, including the inability to retrieve the resale ticket on your mobile device due to a lack of carrier data coverage.



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# FREQUENTLY ASKED QUESTIONS

## **What additional amenities or other notes are linked to a resale ticket?**

When buying resale tickets, if the seat details are not listed and you are unsure if a seat has amenities, obstructions, is general admission, etc., contact Churchill Downs for verification prior to purchasing as all resale sales are final (call 502-636-4400 for customer service or email [onlinetickets@kyderby.com](mailto:onlinetickets@kyderby.com)). Ticketmaster is the official fan to fan resale marketplace for the Kentucky Derby, Kentucky Oaks, and Churchill Downs Racetrack tickets.

## **I do not see a seat location on Ticket Exchange. How will I find that information?**

If you purchase your resale tickets on Ticket Exchange, you will be informed of your seat location upon receipt of the tickets.

If you purchase your resale tickets on Ticketmaster.com using TM+ or the Ticketmaster mobile app, you will be able to see your seat location at the time of purchase.

## **Will I share a box or table with another customer?**

If you do not purchase a full box or table, there is an possibility that another guest may purchase tickets and be seated with you.

## **Where will my tickets show up for resale purchase?**

- Guests can visit [kentuckyderby.com/resale](http://kentuckyderby.com/resale) for a link to the Ticket Exchange home page. After selecting a race event, guests may click on the **Find Tickets** link for the desired race to purchase resale tickets.
- Guests may also find your listed tickets by using the Ticketmaster.com mobile app or going directly to Ticketmaster.com and searching for the Churchill Downs event.



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# CONTACT INFORMATION

## Additional Customer Service Links and Contact Information:

Copy and paste the web link into your browser.

- **Ticketmaster Customer Service**
  - Phone Number: 800-653-8000
- **Ticket Exchange**
  - Email support: [ticketexchangesupport@ticketmaster.com](mailto:ticketexchangesupport@ticketmaster.com)
  - FAQ Site: [https://help.ticketmaster.com/s/topic/0TO0a000000kUniGAE/ticketmaster-resale?tabset-3dd97=2&language=en\\_US](https://help.ticketmaster.com/s/topic/0TO0a000000kUniGAE/ticketmaster-resale?tabset-3dd97=2&language=en_US)
  - Phone Number: 800-842-7112
- **Ticketmaster TM Plus**
  - Resale Help site: <http://help.ticketmaster.com/ticketmaster-resale/>
  - TM Plus FAQ Site: [http://www.ticketmaster.com/verified?tm\\_link=tm\\_homeA\\_header\\_verified](http://www.ticketmaster.com/verified?tm_link=tm_homeA_header_verified)
- **Churchill Downs Links**
  - My Churchill Downs Account Manager: <https://am.ticketmaster.com/churchill>
  - Additional Help Guides: <https://www.churchilldowns.com/howtoguide>
  - KY Derby Resale Information: <https://www.kentuckyderby.com/resale>
  - Ticket Exchange Marketplace: <https://www.ticketsnow.com/churchill-downs>
  - Online Ticket Customer Service email: [onlinetickets@kyderby.com](mailto:onlinetickets@kyderby.com)